



Docket No.: 2950P085

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

ROBERT JOYCE, ET AL.

Application No.: 10/687,956

Filed: October 17, 2003

For: **Method and System to Provide Expert Support  
with a Customer Interaction System**

Art Group: Unassigned

Examiner: Unassigned

**PETITION FOR EXTENSION OF TIME PURSUANT TO 37 C.F.R. § 1.136(a)**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F. R. § 1.136(a), Applicants for the above-identified application respectfully  
Petition the Commissioner for a one (1) month extension of time, extending the period for response to April 21,  
2004, from the Notice to File Missing Parts of NonProvisional Application dated January 21, 2004. The petition  
filing fee of \$110.00 and a Response to Notice to File Missing Parts of Nonprovisional Application are attached.

If it should be determined that a longer extension of time is required to prevent this application from being  
abandoned, please charge any additional fees to Deposit Account No. 02-2666. A copy of the Fee Transmittal is  
enclosed for deposit account charging purposes.

Respectfully submitted,

Blakely, Sokoloff, Taylor & Zafman LLP

Date: 4/15/04

Mark R. Vatuone  
Mark R. Vatuone, Reg. No. 53,719

12400 Wilshire Boulevard, 7th Floor  
Los Angeles, CA 90025  
Telephone: (408) 947-8200

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**CERTIFICATE OF MAILING/TRANSMISSION**

I hereby certify that this correspondence is being deposited with the  
United States Postal Service on the date shown below with sufficient  
postage as first class mail in an envelope addressed to: Mail Stop  
Missing Parts, Commissioner for Patents, P.O. Box 1450, Alexandria,  
VA 22313-1450.

Vineta T. Tufono  
Vineta T. Tufono

4-5-04  
Date